

**Requested By:** Mickenhime, Lorree

**Requested Date:** Wednesday 10/17/2018 07:53 AM EDT

**Announcement Number:** 1810196LMMP

**Vacancy Resume Type:** Accept USAJOBS resume builder OR USAJOBS uploaded resume types

**Filtered By Location(s):** None

General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)

(b) (6)



**Announcement Number:** 1810196LMMP

**Document Name:** USJOBSResume

(b) (6)



(b) (6)

## **PROFESSIONAL EXPERIENCE**

General Services Administration

### **Contracting Officer Representative III**

March

2014-Present

I am a Contracting Officer Representative/COR. I am the COR over the Pest control (Cannon) for all Atlanta. I am also the COR of the IRS building here in the Atlanta area Along with the building that I manage I and the face of the agency and the contracting officer. I make sure that all parties adhere to the contract. I have written statements of work for several projects to ensure it meets the needs of the customers and government. I am also part of the team at 10 Glenlake in Atlanta Georgia. I am working with DCAA to build out their training center.

### **Building Manager**

January 2014-

Present

I am an experience Building Manager managing large office buildings or large office complex. I am the primary customer agency advocate in designated GSA owned and/or leased buildings .I interact extensively with building tenants and client agencies' representatives on a recurring basis to assess their facility related needs. I incumbent is responsible for improving customer and client agency satisfaction with building services; maintaining and preserving the real property assets maintaining or lowering operational costs, including energy costs; and ensuring the provision of quality facility-related services. I evaluate and monitor building operations, maintenance, repair, custodial, recycling, environmental management and alterations, etc. to ensure compliance with agency requirements and industry standards; performing budget formulation and execution; and conducting inspections of designated space or facilities. I have over 1,500,000 square foot of property that I managed such as the CDC, Peachtree Summit Building, IRS, DCMA, DCAA, NAVY, and the Presidential Jimmy Carter's Library.

### **Program Management**

July 2013-

December 2013

I worked with Utilization and Donation assisting with reviewing and screening of available excess and surplus for different agency needs. I assisted with the expedited of disposal property for the federal, State Agencies for Surplus Property (SASP), and nonprofit agencies I assisted in allocating and approving transfer and donation with expert customer services. I gained knowledge from a GSA regional sales course and learned the process used to sell federal surplus property in addition to the legally binding terms and conditions of sale contracts. The internet is used most to advertise property for sale to the public. Once holding agency approves property to be sold, federal surplus property or exchange/sale property is entered into SASY and reports are generated in GSA Auctions, via the internet, where bids can be placed on property offered nationwide.

January 2011 – December  
2013

## **Executive Assistant**

Atlanta, Georgia

Provides assistance and support to the Southeast Sunbelt Regional Administrator, Special Assistance and Public Affairs Officer for GSA which consists of over 1000 employees. I am responsible for maintaining personnel records and files, prepare reports and generates official correspondence. I provide administrative coordination for all staff actions and correspondence, requiring independent work and an in-depth understanding of applicable correspondence policies, procedures, and guidelines.

I review and analyze incoming actions/correspondence, maintains control of time-sensitive documents, and follows-up to ensure completion. I respond to all inquiries concerning the organization's mission and policy; provides information used for responses to inquiries directed to the Senators, Congress and Commissioner I Collaborate with high-ranking officials of foreign government, local and international public health agencies on the development and implementation of logistical and development activities s I maintain various automated databases for tracking internal TDY budget, travel orders and vouchers, board screening and personnel actions. I prepare updates using automated systems and software programs.

I coordinate travel agenda as needed. I prepare necessary travel forms for Senators, Congress, and Commissioner, making necessary arrangements. I apply knowledge of principles, methods, practices, and techniques associated with the protocol function as well as knowledge and understanding of proper and traditional courtesies and etiquette. I research and obtain background information for required actions with automated databases, historical files, and reviews of previous or current studies and projects on related topics. I am responsible for proofreading and checking the preparation of forms and reviewing information for adherence to procedural and/or administrative requirements.

I collaborate with contracting officers and assist and plan sales of personal exchange sale property personal property declared surplus to national Federal and State requirements. Analyze utilization and donation program areas; analyzes statistical data for individual sales reports and summary program reports. Effectively communicate in writing, orally, and personally in a clear and concise manner to audiences of all backgrounds. I conduct a variety of complex logistical procurement studies and program analysis activities identifying, evaluating and resolving issues and problems. Gather and organize narrative and statistical data, modifying accepted methods to address unique circumstances. Conduct program analyses to determine effectiveness of administrative operations.

I problem solve with both FAS and PBS Contracting Officers Performed developmental and recurring assignments in support of organization in a procuring supplies and services primarily through formal advertising, limited use of negotiation techniques; reviewing requisitions to determine that proper specifications or purchase descriptions are included in solicitation documents; and/or evaluating bids or proposals for compliance with specifications or purchase descriptions and applicable clauses. Proficiently employed knowledge of theories, concepts, principles, practices, methods and techniques of logistical deployment and procurement programs; developing, implementing and evaluating logistical deployment and procurement program. Used written oral and listening skills to respond to inquiries from the public, colleagues, senior level management, Congressmen, Senators, other governmental elected officials, Congressional Inquiries, Freedom of Information Act (FOIA) that enhanced the day-to-day operation of the agency.

I provided a various management support services, systems variations, and new technologies in order to improve and promote efficiencies and cost savings. Set and readjusted priorities to meet the demands and expectations of the customers. Helped industry partners understand how to participate successfully in the acquisition. I research laws and regulations for special clauses and terms. I Utilize computers to facilitate work such as searching inventory lists; generating contracts, selecting the highest bidder sales; maintaining financial records; and monitoring the performance of assigned property disposal sales. Research data and format requirements from disposal regulations and procedures and translate these into programming needs.

United States Navy  
2005 – September 2009

August

**Personnel Specialist and Fleet Management**  
Cincinnati, Ohio

I planned and synchronized the operations of several government vehicles while inspecting them daily. I organized the plans for the transportation system operations, which include routing and scheduling of the vehicles. I was responsible for the procurement requirements for new and disposing of old vehicles. I collaborated with other departments while keeping them updated if there were any changes in the schedules. Proficiently perform property disposal procedures for excess and surplus property utilizing principles and concepts associated with disposal functions of utilization, donations, sales, and marketing. Proficiently {employ experience in performing property disposal functions for assigned state and federal agencies in "utilization, donation, and marketing property. Assist in planning, preparing, and conducting sales of personal property declared surplus to federal and state agencies.

Provide consulting services to agencies an organization in order to provide resolution to unique and complex property management procedures. Recommend further disposal procedures when surplus property does not receive bids. Keep all echelons of management informed by providing oral, and clear concise written reports pertaining to property disposal program concerns. Utilize merchandising and marketing principles sufficiently in order to perform property disposal needs analysis and market development. Employ conventional marketing and merchandising techniques to identify demand uses and sales methods to be utilizing disposal of property. Plan and conduct sale of surplus exchange sale, seized and forfeited personal property. Gather, prepare and maintain reports used in evaluation program progress. Provide resolution to customer a public concerns pertaining to the operation of surplus personal property program.

I screen and research the type, quantity, age condition, and various uses of property and its component parts; compare property information with the missions, functions, and property requirements of various activities or agencies; contact potential users locally, nationally, or internationally, depending on the type, need, use, and condition of property; promote the use of excess property by explaining the program to various agencies and non-Federal organizations. Initiate actions to sell, based on value, type, demand, condition, or hazardous material or waste content. Proficiently perform property disposal duties required to dispose of excess and surplus property utilizing disposal principals and concepts associated with utilization, donations, sales, and marketing. Analyze the type, quantity, age, condition and various uses of property and its component parts for

preparation of sales. Promote the use excess property by explaining the program to various agencies and non-Federal organizations.

I Initiate actions to process property for sales based on value, type, demand, condition, or hazardous material or waste content. Provide property disposal support for assigned state and federal organization through utilization, donation, and marketing. Assist in planning, preparing, and conducting sales of personal property declared surplus to federal and state agencies. Fulfill property disposal sales contracting duties for the United States Navy. I maintained over 300 Navy personnel systems according to regulations of the United States Navy. I reviewed and audited time distribution reports and entered them into a computerized system for transmittal to the processing center. I prepared appropriate payroll and other reports such as, worker's compensation, equal employment opportunity and special reports requested by the administrator. I also prepared monthly benefit payments for payroll deductions and made adjustments to benefit billings and payments while reconciling differences based on appropriate review and auditing.

I consulted with directors and supervisory staff as to appropriate personnel actions regarding employees, initiated personnel action requests, completed any correspondence and necessary documentation for those actions and submitted through the automated network to the Department of the U.S. Navy for appropriate action. I arranged for appropriate newspaper advertisements, scheduled examinations, and answered questions from applicants regarding recruitment and selection activities. I maintained employee records, which consisted of employment history, benefit records, and current employment statuses. I advised and consulted with employees regarding personnel questions, policies, regulations, and grievances. I provided enlisted personnel with information and counseling related to Navy occupations, opportunities for general education and job training, requirements for promotion, and rights and benefits. I prepared the financial accounting reports related to individual pay, travel transactions, and operate associated accounting systems.

U.S. Navy  
2001- August 2005

September

**Airman/Aviation Support Equipment Technician**  
Corpus Christi, Texas

I performed ground handling and servicing for 7 aircraft while conducting routine aircraft inspections and aviation administrative duties. Inspected, serviced, maintained, troubleshoot, and repaired cargo aerial delivery systems, drag parachute systems, aircraft oxygen systems, helicopter flotation systems, dewatering pumps, survival equipment for air-sea rescue kits and special purpose protective clothing. I assisted in the maintenance of aircraft, associated aeronautical equipment, and aircraft support equipment.

I serviced, cleaned, and handled aircraft; performed other apprentice-level duties involved in the operations of a naval aircraft afloat and ashore. Performs preventive and corrective maintenance on aviation ground support equipment, mobile firefighting units and material handling and moving units; inspects and repairs gasoline, diesel and turbine ground power units; services transmissions, hydraulic and pneumatic systems and cryogenic and air

conditioning equipment; performs troubleshooting and repair of electrical control systems and motors; replaces electrical generating components; adjusts mechanical and electrical regulators; provides training and work schedules; manages distribution and maintenance schedules for ground support equipment at different command levels.

#### **Dougherty County Sheriff Department**

(b) (6)

Certified Correctional Officer

**Albany, Georgia**

I supervised and monitored the activities for over 1200 inmates and detainees while restricted. I coordinated and monitored inmate movements, conducted counts, and provided emergency response when needed. I prepared reports and maintained daily logs as required. I ensured prompt and appropriate assistance to inmates in the event of injury, illness, and trauma. I served as a member of special teams delegated to respond to emergencies as required. I completed training courses as required by facility training standards and performed correctional duties for any shift as defined by management. I provided security in program activities and supervised labor crews in various areas around facility. I conducted shakedown for contraband materials, either individually or as part of a specialized team and confiscated contraband in accordance to facility and contracting agency policies and procedures.

U.S. Army

June 1997 – November 2000

#### **Bradley Fighting Vehicle System Turret Mechanic**

Ft. Knox, Kentucky

I Maintained inspected and performed preventive maintenance checks and services (PMCS)) for over 10 diesel power compression engines. I also performs unit maintenance of vehicular-mounted turret armaments including machine guns, associated with fire control and related systems on a 3 Bradley military tanks.

#### **EDUCATION & CERTIFICATIONS**

University of Phoenix

(b) (6)

University of Phoenix

Atlanta, GA

in Human Resources

University of Phoenix

Cincinnati, OH

(b) (6)

Jacksonville, FL

Certified Payroll & Accounting  
2006

U. S. Navy

Meridian, MS

Personnel Specialist

2005



U.S. Navy  
Corpus Christi, TX  
Aviation Support Equipment Operator  
2001

General Services Administration  
Atlanta, GA

Certified Contracting Officer's Representative III  
2014

Certified Asbestos Inspection and Assessment  
2015

Certified Lean Six Sigma Green Belt  
2018

**COMPUTER SKILLS:** Windows 2003,2007,2010; Microsoft Office Proficient  
(Word, Excel, Access, PowerPoint) Outlook Express; Scanning technology; HTML;  
Computer software applications; Adobe Illustrator; Advanced Internet  
research; Google

REFERENCES FURNISHED UPON REQUEST



**Announcement Number:** 1810196LMMP

**Document Name:** USJOBSResume

(b) (6)



(b) (6)



---

## CAREER OBJECTIVE

Seeking a management position making a positive impact on service, customers, clients, and experience mutual satisfaction of reaching established goals and objectives.

## EDUCATION

University of Phoenix,

(b) (6)



## EXPERIENCE:

### GENERAL SERVICES ADMINISTRATION AUBURN, WA

**Building Manager GS-12 (1176 Series)**  
Present

06/25/2017 to

Manage building functions and maintenance contracts for the GSA Region 10 Headquarters Complex in Auburn, WA. The complex sits on approximately 130 acres consisting of 15 buildings. Tenant agencies include GSA, SSA, FPS, SBA, and a child care center. Also manage owned buildings for FDA in Bothell, WA, NARA in Seattle, WA, and the Port Angeles Federal Building housing SSA, CBP, and DEA. Oversees the work of 3 Building Management Specialists. Also manage 115 GSA Leases in Western Washington.

**Projects Program Manager for SSA Service Delivery Excellence Model R-10**  
to Present

11/2016

Coordinate and maintain a clear line of communication between GSA and Region 10 SSA management on the status of projects. I work extensively with GSA Project Managers, Lease Administration Managers, and Lease contracting Officers to keep project information flowing to SSA and GSA Leadership. I also maintain a project tracking sheet and conduct meetings between GSA and SSA staff attempting to stay ahead of potential problems.

**Lease Management Specialist GS-12 (1101 Series)**  
to 06/25/2017

11/2015

Interacts extensively with tenants and client agency representatives to assess their facility and service needs; ensure those needs are being met or exceeded, and to assure the procedures used to obtain services are responsive and customer-focused.

Oversees the management of repair and alteration projects, retrofits, and interoffice and relocation moves.

As a Contracting Officer's Representative, I perform pre-occupancy and transition tasks including reviewing space requests; participating in market surveys and design kickoff/acceptance meetings; preparing lessor transition and customer welcome packages; providing past performance information to the LCO for succeeding leases; and performing space condition inspections and key collection for vacated space.

Coordinates the procurement of contract services such as custodial, operations and maintenance (O&M) and utilities with GSA and contractor personnel.

Provides contract administration and lease management services to ensure that lessors comply with the scope, terms and conditions of the lease.

Initiates studies or surveys of tenant agencies or other data-gathering efforts to assist in assessment of customer satisfaction and reviews, analyzes customer feedback to improve customer service.

Oversees recurring job-site meetings with construction contractors and lessor representative to discuss procedures, progress, problems and coordination with tenant agency.

**GENERAL SERVICES ADMINISTRATION SUNRISE, FL**

7/2013 to 11/2015

Realty Specialist (1170 Series)

Latest Performance Rating Level 4 – Highly Successful

Performs assignments that develop proficiency in a variety of real estate work related to the acquisition of real property and/or the management of Federally-owned, leased and/or delegated space, based on needs identified through the customer requirements development process. Gains an understanding and appreciation of customer business and workspace needs and how GSA can add value to the achievement of customer mission, in order to be able to develop and execute real estate and integrated workplace solutions. Gain knowledge of how to properly determine which procurement strategy to pursue based on the agencies needs interview. Performs developmental assignments in market surveys, market rent analysis and building inspections; assists with the preparation of Requests for Lease Proposals (RLP)s, cost and price analyses, financial evaluation of offers, lease documents and required accompanying documentation for real estate transactions; supports negotiation of lease terms and conditions; assists with final award determinations; and verifies the existence of funding availability, and assists with awards and lease executions.

Develops knowledge of inventories, utilization surveys, and/or compliance inspections, typically to classify space or property acquired through a broker to confirm how it is being used. Researches problems with facilities involving property owners' or 'tenants' responsibilities, and assists with renegotiation of existing leases. Maintains records of this space, in terms of amount, type, and value acquired through brokers, and prepares documents to satisfy various reporting requirements on this space acquisition initiative.

Responsible for exercising technical expertise to a wide variety of land and realty transactions which may include all or several of the following areas: lands and realty case work, planning systems, compliance, environmental analysis and budget.

Prepares environmental documents on all types and complexities of realty casework. Participates as an interdisciplinary team member in the preparation of other resource program activity plans.

Interacts with the public, State and county agencies & others regarding realty matters on public lands. Provides expert advice and responds to inquiries regarding laws, regulations, agency policies involving the lands and realty program. Current territory includes the Space Coast Area of Florida which contains Cape Kennedy and Cape Canaveral west to the area surrounding Orlando, FL.

**RE/MAX Key Properties Bend, Oregon (Performed Duties outlined in PD 1170 GS 12-13)**

(b) (6)

*Principal Broker*

Experience includes processing various types of land cases, i.e., public sales, right-of-way, temporary use permits, exchanges, recreation and public purpose leases/patents, airport leases/patents, land classifications, withdrawals, leases, permits, State selections, and trespasses as well as field examinations, and National Environmental Policy Act (NEPA) processes and requirements and compliance. This includes oversight of the leased portfolio as it relates to property management, leasing and lease management, asset management, space assignments, space acquisition, utilization and management of space, alteration and repair program, development of Asset Business Plans.

Reviewed and evaluated building management and lease management programs and activities, identified the need for program improvement and changes, and developed and implemented plans to improve operations and adjust to changing requirements and economic conditions. Provided guidance to ensure compliance with architectural conservation practices and programs including the National Historic Preservation Act, Secretary of the Interior's Standards for Rehabilitation and National Register of Historic Places as they apply to historic buildings and neighborhoods; developed and managed documentation of historic properties; worked on design and/or construction projects requiring compliance with architectural conservation practices; and reviewed architectural drawings.

- Performed duties helping residential home buyers sell and buy properties.
- Commercial Leasing and Sales
- Recruited, trained and managed 23 Real Estate agents in budgeting, systems, practices, and procedures.

#### **Bend City Councilor:**

(b) (6)

I have knowledge of organization plans and program development utilizing a wide range of management concepts, principles, and practices and can apply these techniques in dealing with operations, including unique special projects. This includes the ability to develop policies, procedures and criteria for both short term and long-term program activities.

I have skills in coordinating projects that involve technical, administrative, management and support personnel to facilitate teamwork in order to gather information, negotiate solutions, coordinate services, provide guidance and resolved problems. This includes the ability to lead teams to accomplish tasks by working together with a diverse number of stakeholders.

I excel and have the ability to communicate orally and in writing with professional, administrative and technical personnel. This includes making presentations, explain facts and recommendations, provide advice and guidance and prepare reports to various levels within the organization.

I also have shown the ability to perform complex analytical reports and interpret results in order to recommend program improvements. This includes the ability to develop and implement various data collections and monitoring procedures.

I also have demonstrated the ability to analyze, interpret and apply various laws and regulations in order to initiate actions in implementing programs or changes within programs. This includes the ability to develop and coordinate internal review practices.

#### **City of Bend, Oregon Budget Committee**

(b) (6)

Created and monitored the budget for the City of Bend. The city operated 17 departments

and the bi-annual budget was \$500,000,000.

**City of Bend, Oregon Audit Committee**

(b) (6)

Reviewed City of Bend contract proposals, compliance, and completions. Ensured the terms and conditions of the agreements were followed and fulfilled.

**Central Oregon Intergovernmental Council**

(b) (6)

Duties included: Building and maintaining a deep understanding of labor market information.

Gathering research into various localized workforce trends and characteristics, including industry profiles, employment trends and report to other City Councilors for decision-making purposes.

**Economic Development of Central Oregon**

(b) (6)

**Metropolitan Planning Organization**

(b) (6)

Organized and projected future transportation needs for the federally mandated MP0.

**Greenespring Real Estate Services, Inc.**

(b) (6)

Managed staff of Real Estate sales and leasing agents. Actively listed, sold and leased commercial and residential properties.

**United States Air Force,** San Antonio, TX, Tinker AFB, OK, Ankara, Turkey, Plattsburgh, NY 2/1973 – 12/1976

Law Enforcement Specialist  
Discharge

Veteran/Honorable

**SPECIAL ACCOMPLISHMENTS**

1. Elected by the citizens of Bend, Oregon to the City Council in 2008. Collaborated with residents and local business owners/faculty to foster strong sense of community, improve relationships. Governed management of water utilities, streets/ roads, police and fire protection.

2. Elected President of the Central Oregon Association of Realtors (COAR) in 2007 to serve in 2008. COAR is a part of the National Association of Realtors and has 2,200 members. The President spends several years in preparation to lead the organization by serving on numerous committees and holding each executive office for one year. 2008 saw troubling times as the recession was in full swing with sales and income down significantly for most agents. The theme for 2008 was "Education and Professionalism" Many educational opportunities were added to increase the productivity and professionalism of agents in Central Oregon.

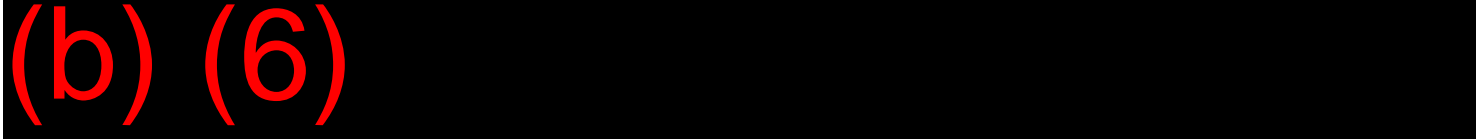
**PUBLICATIONS/PRESENTATIONS**

(b) (6)

A large black rectangular redaction box covering the top section of the page.

## LICENSES / CERTIFICATIONS

(b) (6)

A large black rectangular redaction box covering the section titled 'LICENSES / CERTIFICATIONS'.

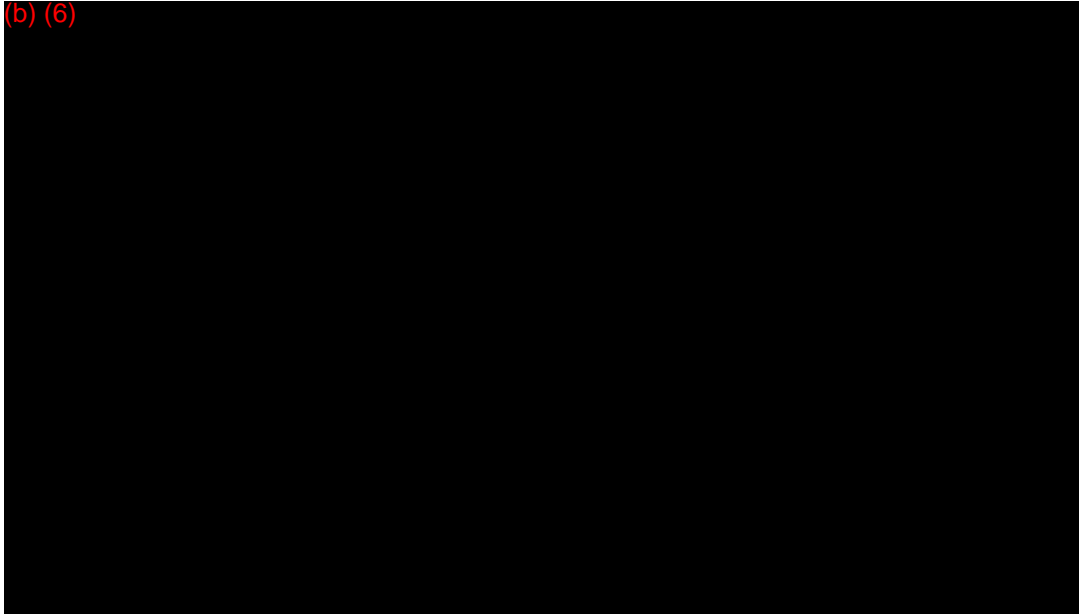
## REFERENCES

Available upon request

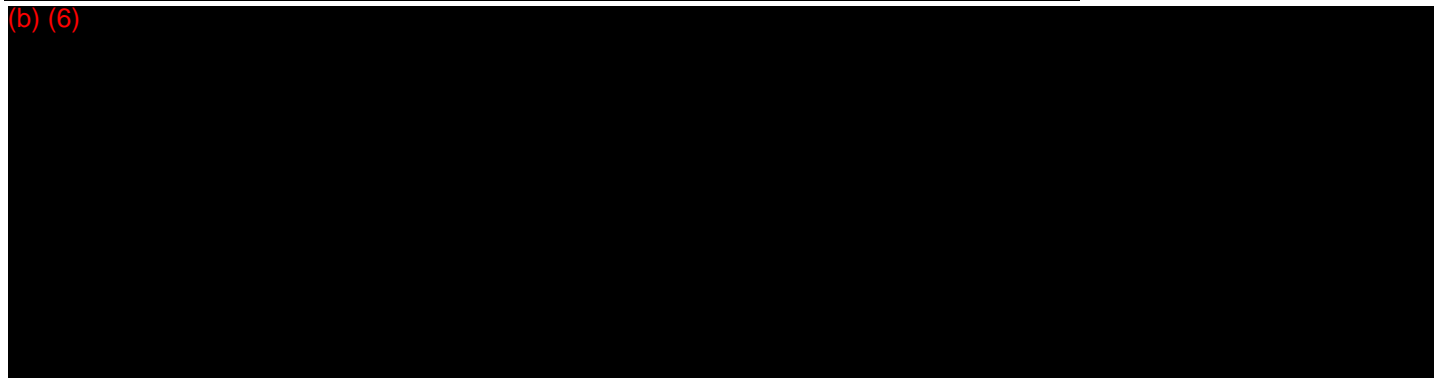


General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)

(b) (6)



(b) (6)



Availability: Job Type: Permanent  
Term  
Work Schedule: Full-Time  
Part-Time

Desired locations: US - AS  
US - GU  
US - PR  
US - VI  
US  
US - AK - Anchorage County  
AL  
AT  
BE  
CL  
BA  
HR  
CZ  
EE  
FR  
DE  
IS  
IT  
LV  
MK  
MC  
NL

General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)

NO  
PL  
RU  
SK  
SI  
ES  
SE  
CH  
UA  
GB  
VA  
KH  
PH  
CN  
GE  
HK  
IN  
ID  
VN  
JP  
MO  
MY  
MV  
MN  
TO  
SG  
KR  
TW  
TH  
UZ  
CR  
DM  
AU  
FJ  
PF  
NZ  
VC  
TT  
WS  
SC  
ZA  
BS  
AR  
BR  
CO  
DO  
JM  
PA  
PE  
VE  
IL  
CA  
CU  
MX

Work Experience: General Service Administration  
08/2016 - Present  
301 7th St. SW

**General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)**

Washington D.C., DC 20024 US

Hours per week: 50

Series: 0020

Pay Plan: GS

Grade: 12

Supervisor: (b) (6)

Okay to contact this Supervisor: Contact me first

Community Planner/ Program Manager

Offers planning advise using specialized experience in analyzing building plans and models using Computer Aided Design programs e.g. (CAD), 2-D, 3-D, 4-D modeling and Building Information Modeling (BIM). Vast experience implementing, auditing, validating and managing a complex range building information e.g. National Environmental Policy Act (NEPA) and Section 106 of the National Historic Preservation Act (NHPA) documents. In-depth experience/education enforcing data (classified) and information (PII) management policies, standards and procedures.

Provides in-depth analysis on a variety of highly complex subject matter involving the evaluation of environmental policy, construction, contracts and other high-profile GSA real estate assigned programs and projects throughout the National Capitol region. Responsibility for overall project management of prospectus level or equally or precedent setting projects. Leads the development of the most major, politically sensitive and complex project plans including methodology, resource requirements, timelines, priorities and budget impact. Ensures that projects delivered meet agreed to customer requirements. Acts as National Environmental Policy Act (NEPA) Compliance Specialist/Officer on a daily basis in order to ensure national level policy rules and regulations are adhered to throughout the life-cycle of high-priority National Capitol Region (NCR) projects, which will be reviewed by the National Capitol Planning Commission (NCPC).

Responsible for improving customer and client agency satisfaction with building services; maintaining and preserving the real property assets (activities which assume the administration and quality assurance of a variety of contracts, such as operations and maintenance, custodial, security, and construction, as well as the development of minor and major repair and alteration projects); maintaining or lowering operational costs, including energy costs; and ensuring the provision of quality facility-related services. Often led other planners in providing facilities planning and engineering services to federal clients and private Stakeholders.

Leads interdisciplinary teams of federal employees on controversial projects and helped resolve problems to complete work on schedule and under budget. Often directed multi-disciplined teams in preparing facilities planning documents, performance engineering studies, and investigation of facilities.

Developed project documents e.g. SOW's, RWA's and other supporting documentation as required to meet mission objectives. Developed project documents considering various alternatives, economic problems, environmental protection, energy consideration, and conformance to regulations and criteria.

Prepared project descriptions using planning facility requirements, communication with tenant organizations, in-house staff and community Stakeholders. Recommends solutions to Senior Leadership Team in order to ensure clear planning guidance is given when technical problems occur and when planning guidelines are unclear. Often implements planning criteria when managing projects (e.g., Master Plans, Special Planning Studies, Basic Facilities Requirements, Facility Planning Documents, or similar components) to meet statutory requirements. Managed NEPA compliance throughout the life cycle of projects under intense congressional over-sight while maintaining rapport with Non-governmental agencies and community organizations.

Department of the Interior

08/2015 - Present

301 Dinosaur Trail

Salary: \$54,000.00 USD Per Year

Santa Fe, NM 87508 US

**General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)**

Hours per week: 40

Series: 0308

Pay Plan: GS

Grade: 7

Supervisor: (b) (6)

Okay to contact this Supervisor: Yes

**Contact Representative**

A high degree of skill in oral and written communication along with the ability to comprehend, and explain to others numerous quasi-legal guidelines while showing a high degree of adaptability; poise; tact; and objectivity when dealing with the public. Moreover, establishes rapport with customer's who may be disgruntled and aggressive in order to ensure the public understands that we work for them as public sector employees who are funded by taxpayer dollars. Acts as the face of the agency to the general public, and tackles assignments which require substantial judgment in applying extensive guidelines for counseling individuals on bureau policies; furthermore uses initiative and ingenuity in adapting approaches to communicate with the public. Promulgates agency programs through oral communication and written correspondence which must stand the test of time, and any legal scrutiny which may arise as a result of a Freedom of Information (FOIA) request. Also, reconstruct actions taken by others under rules which may have changed over the course of time by analyzing material in files, transcripts of earlier actions, and similar records in order to best serve the public, while also maintaining bureau standards and upholding the law. Position requires the ability to use substantial judgment on a daily basis to isolate the primary considerations behind agency decision's which the public may deem as unfavorable to them specifically, and reassure them within the scope of Bureau policy. Position also requires the flawless management governmental information which is critical to the management of America's national resources.

United States Air Force

10/2010 - 06/2015

6th CTS 4008 Tyndall Ave.

Salary: \$65,000.00 USD Per Year

Nellis AFB, NV 89178 US

Hours per week: 45

Series: 1712

Pay Plan: GS

Grade: 11

Supervisor: (b) (6)

Okay to contact this Supervisor: Yes

Anti-terrorism officer/ Safety & Security Manager/ International Military Student Officer  
Manages command directed safety, security and occupational health program elements critical to everyday operations. Directs, plans, administers and supervises the base command force protection efforts and anti-terrorism training programs. Develops safety and occupational health standards, regulations, practices, and procedures to eliminate or control potential hazards to service members and civilians. Inspects and survey's workplace processes, products, and other systems for compliance with established safety and occupational health policies in order to identify potential safety hazards. Conducts comprehensive training of workers, supervisors, managers, and other personnel in safety and occupational health subjects. In charge of Public Relations for international students from the time they are identified as students by the respective countries until their graduation. Represents the Air Force in coordinating conferences, trade shows, and press interviews regarding training of international students on Nellis Air Force Base, Nevada. Provides guidance and coordinates unit's force protection programs, related exercises, and inspections to ensure consistency in policy, doctrine, and tactics. Conducts command Anti-terrorism Force Protection (ATFP) training and develops and executes ATFP plans and prepares vulnerability assessments. Lead instructor for personnel in Armed Sentry and

**General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)**

Security Reaction Force-basic and advanced tactics, techniques and procedures. Maintains and enforces the ATFP training program. Administers and coordinates the DOD, DOE, or other industrial security program and other security activities to ensure compliance with government and company security policies and procedures. Protects classified government information and publishes security awareness for all cleared corporate personnel. Develops and implements security procedures in coordination with government agencies and management personnel. Conducts security briefings. Participates in the development of and conducts security education programs. Investigates losses and security violations and recommends corrective actions. Maintains liaison with outside agencies. Develops and implements procedures and coordinates procedure manual revisions. Retains the overall responsibility for all aspects of the entry, induction and welfare of international military students on Nellis Air Force Base. Developed communications campaigns which highlighted educational programs online to students prior to their arrival on base for training activities. Planned and directed public relations programs designed to create and maintain a favorable public image for the United States Air Force Air / Ground School house. Recommended, implemented and maintained website design and operation for the Joint Firepower Course. Also, Identified, developed and executed complex international communications strategy for key media contacts and student references.

US ARMY

11/2005 - 05/2010

1st Special Forces Group (Airborne) / ODA 1226

Salary: \$50,000.00 USD Per Year

Fort Lewis, WA 98433 US

Hours per week: 60

Supervisor: (b) (6)

Okay to contact this Supervisor: Yes

Senior Operations Sergeant/ Public Relations/ International Affairs/Safety Officer  
As a Special Forces Senior Operations Sergeant; develops and recommends safety and occupational health policy to higher levels of management in order to mitigate hazards to workforce, conducts public affairs / international relations in austere environments in order to promote American values in support of specific missions, uses social media to establish rapport with host nation locals to promote cooperation, collaborated with US and Allied Forces on strategic risk assessments, counter terrorism and shared intelligence gathering tactics, techniques and procedures. Develops and implements safety programs to reduce the frequency, severity, and cost of accidents and occupational illnesses through a comprehensive review of best practices. Vast knowledge of Air Support Operations Center (ASOC) and Training/Standardization and Evaluation (CCT/V) operations, associated systems, processes, and procedures.

In charge of force protection exercise concept development, execution, and evaluation. Routinely conducted security engineering assessments for renovation and new construction projects. Coordinated with various Physical Security Offices worldwide planning, designing and carrying out security measures, in order to, enhance anti-terrorism measures. I managed the Personnel Security program and COMSEC Security program for 1st Special Forces, while serving as the Senior Operations NCOIC. Vast comprehensive knowledge, and practical experience of a wide range of security and law enforcement concepts. In charge of applying principles and practices needed to plan and manage sensitive installation physical security, while maintaining working rapport with senior law enforcement officials. Often applied extensive experience and personal judgment routinely, in order to resolve complex security and law enforcement problems, unique to peacekeeping; anti-terrorism, and force protection missions world-wide. In charge of security planning, coordination, and execution functions for up to six teams of twelve special operations security personnel operating simultaneously in very stressful situations. Required to use specialized experience in progressively responsible intelligence-related security work, which was directly related to administration and management functions. Often required to liaison with senior level representatives of law enforcement and other government agencies in order to conduct anti-terrorism/ force protection planning for high profile installations

**General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)**

around the world. I provided senior level intelligence gathering subject matter expertise for highly unique special operations targets of operational and intelligence interest to the command structure.

Supervised host nation operators of electronic detection and imaging machines and trained security screeners in Iraq; Afghanistan, and the Philippines, who performed physical and electronic searches of baggage and cargo entering sensitive areas of secure locations. I supervised and assisted Anti-terrorism managers in the Philippines to facilitate the orderly flow of traffic through security checkpoints, while advising senior level US embassy officials on security weaknesses and vulnerabilities related to their areas of operation. I provided oversight to anti-terrorism inquiries / investigations of security issues related to international military airports, harbors and Combined Forces installations worldwide. I have progressively responsible experience in intelligence-related research, and analysis, in various combat zones to include intelligence collection operations, and counterintelligence reports.

US ARMY

10/2001 - 11/2005

Flight Concepts Division

Salary: \$55,000.00 USD Per Year

Fort Eustis, VA 23604 US

Hours per week: 60

Supervisor: (b) (6)

Okay to contact this Supervisor: Yes

Communications Chief / Public Affairs Officer/ Safety Officer

Conducts comprehensive training of workers, supervisors, managers, and other safety and occupational health personnel in safety, security and occupational health subjects. Develops safety and occupational health standards, regulations, practices, and procedures to eliminate or control potential safety hazards in order to safeguard personnel and increase organizational efficiency. Duties as a Communication Team Leader included installing, operating, supervising, and training indigenous forces in the installation and operation of FM, AM, HF, VHF, and UHF/SHF radio communications equipment. In charge of Public outreach programs through the use of media outlets, while also creating and delivering press releases, media relations content, case studies, white papers, executive bios, corporate newsletter content, social media content, and speaking proposals in order to highlight positive military programs. In charge of preparing briefing materials for the command group. This includes, but is not limited to, operating, maintaining and installing specialized office equipment (for example, secure telephones, laptops, fax machines, scanners, and modems). Maintained the security or confidentiality of records, equipment, and computer access; while projecting a professional attitude and appearance. Implemented principles and rules governing relationships between facts and other information in the work place, while using correct English grammar, punctuation, and spelling to communicate thoughts, ideas, and information of importance through messages in writing or e-mail. Corrected mistakes in written or on computer documents, and records, prior to the correspondence been since to higher headquarters. Showed understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others under stressful situations; related well to different people from varied backgrounds, while maintaining professional courtesy at all times. Briefed U.S. embassy personnel in various countries under stressful conditions on ever changing security situations, and identified needs/problems and determined corrective action. Supervised, and served as senior enlisted member for special operations activities; part of senior leadership staff; provided tactical and technical guidance and professional support to superiors and subordinates; recruited, organized, trained, and supervised indigenous and non-indigenous personnel and organizations. Processed incoming forms, records, and other documents; maintained a computer work station and printer to create, edit, print, retrieve, and manipulate files. Set well-defined and realistic personal goals; monitored progress and is motivated to achieve; managed own time and dealt with stress effectively. Responsible for completing daily assignments, and following detailed procedures, to accurately diagnose test and

**General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)**

repair (to the modular level) the Teams failed product, within strict time limits.

Education: American Military University  
Charleston, WV US

(b) (6)

Relevant Coursework, Licensures and Certifications:

Policy analysis, environmental health, economics, management and leadership, empirical analysis, negotiation, environmental safety standards, biology, public health, industrial psychology, ethics and politics. Public relations and outreach. Community engagement. Also entails aspects of global policy, risk management, governance, social policy and analysis, and urban and regional planning.

American Military University  
Charleston, WV US

(b) (6)

Relevant Coursework, Licensures and Certifications:

Topics include the Cold War, decolonization, the role of the United Nations and other non-governmental organizations, safety, security, the development of international terrorism, the Arab-Israeli and Persian Gulf conflicts, and the Korean and Vietnam Wars. Based on a theoretical analysis, risk assessments and detailed study of the globalization of the market system and its impact on population growth, public health, industrial hygiene, urbanization, political governance, and traditional values in various nation-states and regions. Also, includes elements of public health, mathematics, physics and the impact of environmental health on indigenous populations around the developing world.

Texas Central College  
Fort Lewis, WA US

(b) (6)

Relevant Coursework, Licensures and Certifications:

Relevant course work included safety, occupational health, industrial hygiene, ENGL 1301 and three semester hours of speech, humanities / fine arts; mathematics; social or behavioral science; computer instruction; physical education; major area courses related to Intelligence, Security, Risk Assessment, Training, Chemistry, Biological Sciences, Engineering, and Industrial Psychology . Also, included the safety fundamentals of electricity, understanding electronic devices, circuits, and security system applications. Hands-on practice included use of electronic equipment, multimeters and soldering irons.

Job Related Training: Training - Electronic Magnetic Spectrum Management (07/10/2005)  
560

Description: Emphasized engineering, nominating, and assigning frequencies to support communications and operational requirements; tested in coordinating frequency needs with federal, military, and civil spectrum management offices. Trained to review spectrum interference reports; resolved electromagnetic interference problems, analyze spectrum requirements, and determine compatibility with users, while recommending corrective action to improve system performance.

Training - MS Office Networking Fundamentals (02/10/2004)

**General Services Administration**  
**All Applicant Data Report**  
**Announcement Number: 1810196LMMP**  
**Position Title: Building Manager (Field Office Manager)**  
**Staging Area Number: SA-GSA-0001**  
**Certificate Number: 1810196LMMP-COMP-13**  
**Certificate Location(s): Auburn, WA(US)**

Description: Learned essential skills to design, create, and use Microsoft Office (Word, Power Point, Access, and Excel), including relational database concepts, planning and creating a database, data entry guidelines, and working with forms, queries, and reports.  
Training - Security Driver Training (05/05/2003)

40

Description: Advanced 5-day course dedicated to providing the concepts, skills and behaviors unique to the emergency/tactical response situations. Trained and tested on numerous steering and braking applications, line-of-travel driving, cornering methods, and route selection considerations. Trained in international legal aspects of law enforcement driving along with the human factors involved in responding to emergencies.

Training - Custom Tactics and Weapons (04/28/2003)

32

Description: Instructed advanced shooters on expert manipulation skills, enabling more effective use of weapon systems in practical, tactical environments. Course focused on advanced development of shooting skills such as speed shooting, long range accuracy, the draw, reloads, shooting while moving.

Training - Special Forces Intelligence and Operations (11/18/2002)

480

Description: Upon completion of the course the student will be able to provide mid-level supervision and performance-oriented training at the operational level to groups up to platoon-sized groups into combat. Student will also be able to perform as the subject matter expert in audiovisual materials; Case studies, practical and classroom exercises, discussions, presentations, laboratory, lectures, and conferences. Topics included the development and application of the following skills: leadership, written and oral communication, research, health, professional, training, and war fighter documented by both written and practical examinations. Physical fitness training; Army writing program; military leadership; risk management; combat orders; troop leading procedures; squad tactical operations; battle drills; battle focused training; environmental awareness; rifle marksmanship; equal opportunity/sexual harassment; team building; property accountability; maintenance management; advanced applications of intelligence gathering; advanced troubleshooting and alignment techniques of tactical covert and overt receivers, recorders, multiplexers, computers, and aviation systems; and a field training exercise.

Training - German Basic Military Language (10/08/1998)

640

Description: Course focused on all aspects of German Special Operations Forces Basic Military Language resulting in achieving a level in listening, speaking, and reading proficiency equivalent to the ACTFL intermediate-level, and a memorized proficiency in writing. Small-group classroom instruction emphasized communicative competence in oral/aural skills and task-based reading skills. An integral learning format, directed toward functional language use, incorporated modules that included everyday situations and specialized tasks as well as cultural and writing components. Distinguished Graduate Training - Special Forces Qualification - Communications (01/05/1996)

2080

Description: In-depth course emphasized skills necessary for effective utilization of the Special Forces (SF) soldier. Classroom instruction, hands-on training, exercises and testing in all aspects of Special Operations to include interrelated fields of Unconventional Warfare (UW): Foreign Internal Defense (FID), Direct Action (DA), Counter-Terrorism (CT), Special Reconnaissance (SR), and Counter- Narcotics. Course also focused on various management responsibilities such as command, control, and intelligence support functions; regional orientation to include foreign language training and in-country experience.

Training - Radio Repairer (05/24/1993)

994

Description: Instructed to perform complex and multi-failure tasks; supervise, and provide technical and procedural assistance to subordinates; performed final or quality control inspections of repaired equipment and maintained detailed records of equipment maintenance; controlled the accounts for cryptographic items within the facility and served as Safety Assurance Officer. Honor Graduate.



General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)

Languages: German

Spoken: Intermediate  
Written: Intermediate  
Read: Intermediate

Spanish

Spoken: Novice  
Written: Novice  
Read: Novice

(b) (6)

A black rectangular redaction box covering approximately three lines of text.

(b) (6)

A large black rectangular redaction box covering the majority of the page content, from just below the first redaction to just above the final paragraph.

Additional Information: Leading Change - Meticulously updated Special Operations Command Doctrine courseware in the Joint Firepower course, tangibly impacting the operational knowledge of countless current field grade officers engaged in the Global War on Terror; devised effective solutions to security clearance issues, in regards to teaching classified material, while identifying effective methods for accomplishing strategic level objectives.: Leading People - Sensitive to the behavior of fellow workers, supervisors and students alike, maintained effective working relationships, while communicating clearly, positively impacting work productivity. Led international teams to Korea; the Philippines and Japan on short notice during high-profile engagements, while maintaining seamless teamwork through planning and organized rapport building, in accordance to, established DoD policies.: Results Driven - Rapidly integrated into Air Force Close Air Support/ Joint Firepower Course mission set, after being the primary tactics trainer for the Department of the Army security force on Joint Base Lewis/McCord, WA. Transitioned into a primary instructor in less than 90 days, while also taking over as the unit Security Manager; leveraging previous experience to tighten security measures using technical knowledge and tactical experience.: Business Acumen - Outstanding performance in tasks related to managing information and industrial resources, whether they require physical, technical, professional, supervisory or managerial skills. Mr. Melton's efforts greatly reduced

**General Services Administration**  
**All Applicant Data Report**  
**Announcement Number: 1810196LMMP**  
**Position Title: Building Manager (Field Office Manager)**  
**Staging Area Number: SA-GSA-0001**  
**Certificate Number: 1810196LMMP-COMP-13**  
**Certificate Location(s): Auburn, WA(US)**

redundant data entry and management efforts, improving accuracy, and increasing staff productivity by making a point of tracking financial transactions within, and between different international departments/subsidiaries. His efforts helped ensure an accurate overview of revenue and cost flows, in relation to the commander's intent and current budget limitations on all military operations involving the current Global War on Terror.: Building Coalitions - While serving as a Special Forces Team leader, I developed valuable facilitation skills; cohesiveness, decision-making processes, and critical thinking skills in subordinates. I was vital in helping to build strong international coalitions in Korea and the federal republic of the Philippines, through team building exercises and by sharing security responsibility, while increasing rapport by seeking information and valuing opposing opinions.: Additional Information - Top Secret Security Clearance with Special Compartmented Information (SCI). 15 years of Special Operations experience with US Joint Special Operations Command. Skilled as leader, trainer and administrator, with excellent communication and interpersonal skills. Instructs and evaluates trainees and JTACs on JTAC Tactics, Techniques and Procedures (TTP) at the Air Force Joint Firepower Course at NELLIS AFB, NV. Instructor and Subject Matter Expert (SME) in Close Air Support and ASOC (Air Support Operations Center) TTP's.

General Services Administration  
All Applicant Data Report  
Announcement Number: 1810196LMMP  
Position Title: Building Manager (Field Office Manager)  
Staging Area Number: SA-GSA-0001  
Certificate Number: 1810196LMMP-COMP-13  
Certificate Location(s): Auburn, WA(US)

(b) (6)



**Announcement Number:** 1810196LMMP

**Document Name:** USJOBSResume

(b) (6)



Te

---

**CAREER TARGET:**

***BUILDING MANAGEMENT SPECIALIST***

**KEY ATTRIBUTES**

***Positive Attitude:*** Keeping your team motivated towards the continued success of the department/division help maintain high energy levels. Understanding what motivates others to sustain an adequate balance between productivity and playfulness.

***Proactive:*** Proactive personalities have a DIY mindset and approach new/difficult situations with enthusiasm and energy. If you want to positively affect your life and the lives around you try learning to control (not manipulate) situations to cause something to happen, rather than waiting for it to happen.

***Open minded:*** The mentality that (if it ain't broke don't fix it) doesn't always get the best results. While that might work for a time, with technology constantly changing and multi-cultural workforces.

***Patient:*** Understanding that patience is not about waiting around for results, it's about following through and executing the plan. Effectively communicating with Team members and Leadership will ease any hurdles through the process making all parties feel invested in the outcome.

## **PROFESSIONAL EXPERIENCE**

### **Washington Headquarters Services Alexandria, VA Building Management Specialist- September 21, 2015 - Present**

- Manage a portfolio of 20 buildings and 23 leases of 663688 SQFT
- Control all matters related to building management functions and for providing a variety of management services essential to the direction and operation of the assigned buildings
- Manage a day-to-day building management operation which includes, but are not limited to building management programs; energy conservation, building inspections, building tenant moves, providing efficient building services, preventive maintenance, custodial, lease enforcement, space management, acquisition, occupant emergency program, security, safety, recycling, joint space and parking
- Monitor services contracts that are fixed price to ensure that administrative and funding requirements are met and payments are made accordingly
- Develop acquisition strategies and cost benefit analysis to determine the most effective methods of meeting program/project goals and objectives
- Provide technical coordination and functional information tracking for a wide range of reimbursable projects
- Provide authoritative advice and technical assistance to resolve problems pertinent to contract milestones
- Perform inspections to ensure that DoD tenants are receiving the service to which they are entitled and to ensure lessors are in compliance with the leases
- Identify any deficiencies and make recommended solutions in resolving problems and/or issues for improving building management services
- Utilize specialized knowledge in compliance with DoD regulations, operating procedures, management principles, policies, practices and established guidelines
- Conduct continuing surveillance of facilities to include maintenance, repair, alterations, modifications and environmental remediation work to assure conformity with regulations, official policies and established procedures
- Provide full service lease administration to include but not be limited to 24 hour on call response, service calls, custodial services facility accountability status tracking (FAST), heating/air conditioning, safety/environmental security coordination, project management, moving/loading dock coordination, Occupant Emergency Program Coordination, and Virginia Business Opportunity for the blind (VBOB). This will be measured through daily feedback and ICE comments from the customer.

(b) (6)

## **George Mason University Fairfax, VA**

### **Housing Maintenance Manager – (b) (6)**

- Assigns and directs subordinate employees in the proper execution of routine, preventive and emergency maintenance, service and project operations in the Housing facilities. This includes building repairs, plumbing repairs, HVAC troubleshooting and service work, warranty follow-ups, and all other maintenance-related tasks. Ensures completion of all work to department-defined standards. Participates in work completion as warranted.
- Assesses facility property and equipment to identify needed service/repair. Identifies and inputs work orders to the OHRL Maintenance Request System as warranted. Assigns daily incoming and preventive maintenance work orders to self and staff.
- Performs quality control to verify the completion of daily tasks, and to ensure services are being met to department-defined standards for precision, service and timeliness. Follows-up on time and materials reported to OHRL Maintenance Request System to ensure appropriate tracking and chargebacks.
- Supervises Maintenance Assistant staff as assigned. Includes directing workload, handling employee relations issues, tracking/approving time reporting, and approving requests for vacation, overtime, etc.
- Works with the Superintendent to develop and modify (as necessary) a preventive maintenance (PM) program in the trade areas assigned and ensures the execution of the program.
- Oversees assigned supplies, tool and equipment inventory. Organizes and stores stock inventory. Determines and orders, within established limits, stock and material purchases. Works with Facilities Management Department (FMD) to secure available supplies and materials from their warehouse, and reviews those purchases via monthly FMD chargeback reports. Secures external vendor quotes and processes eventual invoices for approved purchases. Uses Commonwealth-approved Purchase Card (P-Card) when warranted. Follows Commonwealth of Virginia guidelines for all purchases and payments.
- Handles work orders by distributing them to appropriate team staff;
- Collaborate with the Maintenance Manager-Night to assist in the transition of ongoing work orders and other issues.
- Coordinates and communicates building maintenance activities with the Superintendent. Also interfaces with other trades, residents, OHRL staff, and contractors, keeping the necessary parties informed of issues and performing follow-through as needed.

(b) (6)

## Virginia Polytechnic Institute and State University Blacksburg, VA

(b) (6)

- Supervise a staff of 11, Master Electrician(1), Master Plumber(1), Master HVAC(1), Class “C” contractor(1), Carpenter(1), Food Service Master Technician IV(2), Food Service Technician III(1), Food Service Technician II(2), Lead Painter III(1)
- Responsible for 24hr service to 2 million square feet in facility space, including 23 food shops that seats over 4,500 customers, responsible for an inventory of over 2,000 pieces of culinary equipment.
- Responsible for maintaining chiller systems, HVAC, controls, multiple freezer and walk in coolers including a unit of over 6,000sqft -15 freezer.
- Responsible for collecting data for project packages, revising current contracts for Hood inspections, Elevator services, Equipment PM, Hood cleanings, etc.
- Propose building and equipment upgrades and determine current and future needs.
- Coordinate the efforts of the department by developing, implementing and monitoring an annual operating plan.
- Develop methods to assure departmental follow through and coordination with other facilities departments, campus partners and students.
- Inspect, assess and monitor facilities on a regular basis to evaluate the needs of the department. Develop and suggest methods for continual quality improvements.
- Assure accurate and timely documentation through the work order database. Evaluate and assign all work requests according to policy.
- Maintain a positive and cooperative work environment with all residents, co-workers, staff and supervisors.
- Assess the needs of the department and make suggestions for continual improvement.
- Inform staff of departmental issues. Respond to requests in an efficient and cooperative manner.
- Attend relevant meetings and training. Disseminate appropriate information to staff.
- Provide adequate feedback to employees. Motivate, support, organize and train all employees.
- Conduct disciplinary actions when necessary. Complete situation reports and reviews in a timely manner. Assure proper documentation and maintain a high degree of confidentiality when appropriate.
- Conduct regular staff meetings to disseminate information and organize work. Review work order status and coordinate effort of the department.
- Identify, schedule and provide all necessary training for staff



**UNITED STATES NAVY, Atsugi, Japan**  
**Assistant Operations LPO / Project Supervisor March 2009 – July 2011**

- Planned, prioritize, assign, supervise, review, and participate in the work of staff responsible for facility maintenance.
- Staff consists of Quality Assurance Rep., Supply Liaison, Planning & Estimating Rep., 4 Crew leaders, and 18 Crew members.
- Supervised the completion of over 20 beautification and facility rehabilitation project, which estimated over 100K in construction material and equipment. Estimated over \$100K in construction material and equipment, over 500 manhours of labor saving the Navy over \$4K in contractor labor cost.
- Projects consist of Construct picnic area for bachelor housing, Renovated Quarterdeck, Remove and replace awning, Construct several parking lots.
- As the command administrator I processed meticulously over 20 service members transfer packages and administrative needs for a smooth transition as a command administrator.

**UNITED STATES NAVY, Atsugi, Japan**  
**Department Supply LPO, March 2008 – March 2009**

- Planned and estimated 12 facility and quality of life improvement projects within a budget totaling over 210K in material cost.
- Expedited the procurement of safety and shop equipment proactively.
- Supervisor project materials from host nation to ensure building, electrical, and hazmat were compatible with our construction needs. These projects translate a cost savings of over \$50,000 in labor costs with zero discrepancies and completed on time.
- Receives, inspects, inventories, loads, unloads, and segregates, stores, issues, delivers and the return of the organization and installation supplies and equipment. Prepare all unit/organizational supply documents. Maintaining and updating the automated supply accounting system of the organizational and installation supplies and equipment

(b) (6)

**UNITED STATES NAVY, Atsugi, Japan**  
**Base Recycling Center Assistant Manager, November 2007 – March 2008**

- Staff Responsibility: 4 Specific Skills: Plan, Direct and Evaluate Daily Operations, Manage staff and assign duties, input daily transactions, train staff, Resolve problems that arise, such as customer complaints and supply shortages, Customer service oriented, monitor work conditions and physical capabilities: Fast-paced environment, work under pressure, attention to detail, standing for extended periods.
- Cost saving for the Navy in the amount of 10K to 20K for FY07 in solid waste disposal fees. With the addition of Solar Panel installation and sales the facility became 80% self-sustainable.

**EDUCATION AND SKILLS**

(b) (6)

Facilities Maintenance Professional (Designation)  
AutoCAD (3day course)  
Federal Risk Management Process Training Program  
Type I& II Refrigeration Cert, 2018  
Basic Electricity for Non- Electricians  
HVAC Workshop-Air Conditioning & Boilers  
Fire Plan Examiner (4 day)  
NFPA Essential for Life Safety and Fire Protection  
FAR Workshops  
ICCU- 2012 IBC Accessibility for Commercial Buildings  
Graduate School 1.2 CEU- Writing for Results  
Building and Retaining Customer Relationships  
Performance-based acquisition: Preparing Work Statements  
Lease Administration (CERT)  
Contracting Officers Representative Course (CERT)  
Federal Real Property Lease Law  
Operated various Work Order Systems (TMA, Building Engines, Maximo, Impulse)  
Customer Advocacy: Communicating to Build Trusting Customer Relationships  
2017 - Records Management Training for Everyone  
Creating and Sustaining a Customer-focused Organization  
Communication Skills  
Customer Service Confrontation and Conflict  
Microsoft Word, Excel, Outlook, OneNote

(b) (6)



## **REFERENCES UPON REQUEST**